

W-02113A-07-0551



0000091571

ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73512

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: James Last: Coyne

Account Name: James Coyne

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-02113A-07-0551 *****

Customer sent the following correspondence -
We are not in favor of an increase to water bills.

James Coyne
End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

DEC -5 2008

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 DEC -5 P 3:40

RECEIVED

Investigator's Comments and Disposition:

Responded with the following -

Dear Mr. Coyne -

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73512

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 73510**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Eugene **Last:** Barringer**Account Name:** Eugene Barringer**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:****Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** Robert Hanford**Contact Phone:** (480) 837-3411**Nature of Complaint:**

***** W-02113A-07-0551 *****

Customer sent the following correspondence -

This comment form covers our seasonal rental property in Fountain Hills, AZ ([REDACTED]). We are retired, living on a fixed income. Therefore, are strongly opposed to a 40% increase. A more reasonable amount (maybe 10%) would be agreeable!

Thank you for reading this.

Eugene Barringer
*End of Complaint***Utilities' Response:****Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. Barringer -

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73510

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73513

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Mary **Last:** Cosgrove

Account Name: Mary Cosgrove

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-02113A-07-0551 *****

Customer sent the following correspondence -

Hello,

The "Water fee raise" is crazy. This is not the time, within the economy to add additional billing increases.

Thank you

MC

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

Dear Ms. Cosgrove -

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

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UTILITY COMPLAINT FORM

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73513

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73519

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **John and Margaret** **Jones**

Account Name: John and Margaret Jones

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-02113A-07-0551 *****

Customer sent the following correspondence -

We are opposed to the requested rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

Dear Mr. and Mrs. Jones -

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73519

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73522

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Paul and Maria Last: Perreault

Account Name: Paul and Maria Perreault

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-02113A-07-0551 *****

Customer sent the following correspondence -

Talk about having a monopoly and putting the "hose" to the owners in Fountain Hills. This is simply absurd. These are the worst times for this company to be asking for an increase.

I hope that you will find that this is totally unfair and deny this request.

I am writing in opposition of Chaparral City Water's 41% rate increase effecting the residents of Fountain Hills, Arizona. This is absolutely absurd!! What choice do we have as consumers? Talk about a monopoly! I simply cannot afford this rate increase, do not have an alternative utility company that I could and would happily switch over to and cannot afford to do without running water in my home. So, what is it that me and my family are to do??? What choice we have???

This is absolutely absurd and greatly goes beyond simply calling this rate increase "unfair". During these difficult economic times: in addition to job loss, salary decreases, hours/wages being cut, loss of property values, increases in health care premiums and taxes, we NOW have to worry about being gauged by our local "PUBLIC" utility companies?! Come on.

As a governing board of Arizona, I am asking the ACC to please deny this request and STOP this increase by Chaparral City Water from going into effect. Enough is enough.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following -

Dear Mr. and Mrs. Perreault -

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

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Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73522
